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FLEHR HOHBACH TEST ALBRITTON & HERBERT LLP Four Embarcadero Center, Suite 3400 San Francisco, CA 94111-4187			NOLAN, DANIEL A	
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Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary	Application No.	Applicant(s)
	09/818,258	ALPDEMIR, AHMET
	Examiner Daniel A. Nolan	Art Unit 2654

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 1 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133).
- Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

1) Responsive to communication(s) filed on 08 August 2001.

2a) This action is **FINAL**. 2b) This action is non-final.

3) Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

4) Claim(s) 1-41 and 60-100 is/are pending in the application.

4a) Of the above claim(s) _____ is/are withdrawn from consideration.

5) Claim(s) _____ is/are allowed.

6) Claim(s) 1-41 and 60-100 is/are rejected.

7) Claim(s) _____ is/are objected to.

8) Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

9) The specification is objected to by the Examiner.

10) The drawing(s) filed on 08 August 2001 is/are: a) accepted or b) objected to by the Examiner.

 Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).

11) The proposed drawing correction filed on _____ is: a) approved b) disapproved by the Examiner.

 If approved, corrected drawings are required in reply to this Office action.

12) The oath or declaration is objected to by the Examiner.

Priority under 35 U.S.C. §§ 119 and 120

13) Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).

a) All b) Some * c) None of:

 1. Certified copies of the priority documents have been received.

 2. Certified copies of the priority documents have been received in Application No. _____.

 3. Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

14) Acknowledgment is made of a claim for domestic priority under 35 U.S.C. § 119(e) (to a provisional application).

 a) The translation of the foreign language provisional application has been received.

15) Acknowledgment is made of a claim for domestic priority under 35 U.S.C. §§ 120 and/or 121.

Attachment(s)

1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892)	4) <input type="checkbox"/> Interview Summary (PTO-413) Paper No(s). _____.
2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948)	5) <input type="checkbox"/> Notice of Informal Patent Application (PTO-152)
3) <input checked="" type="checkbox"/> Information Disclosure Statement(s) (PTO-1449) Paper No(s) <u>3,7</u> .	6) <input type="checkbox"/> Other: _____.

DETAILED ACTION

1. Issues arising from the language used in the immediate application require that this explanation be provided to distinguish between the separate processes of "voice recognition" and "speech recognition." Voice recognition identifies individuals by sound, while speech recognition derives meaning from utterances. The USPTO categorizes these separately as class/subclasses 704/246 and 704/251, respectively.

Election/Restrictions

2. Applicant's election without traverse of Group I (claims 1-41 and 60-100) in Paper No. 10 is acknowledged.

Information Disclosure Statement

3. The listing of references in the specification (such as is in the last paragraph of page 5) is not a proper information disclosure statement. 37 CFR 1.98(b) requires a list of all patents, publications, or other information submitted for consideration by the Office, and MPEP § 609 A(1) states, "the list may not be incorporated into the specification but must be submitted in a separate paper." Therefore, unless the references have been cited by the examiner on form PTO-892, they have not been considered.

Drawings

4. The proposed replacement drawings (7A through 7E) were received on 08 August 2001. These drawings are acceptable.

5. The drawings are objected to as failing to comply with 37 CFR 1.84(p)(5) because they do not include the following reference sign(s) mentioned in the description:

- 101 (page 29 line 3); 140 & 142 (page 29 line 24); 150, 156 & 158 (page 30 lines 10, 14 & 15, respectively) are not in figure 1.
- 101, 106, 118 & 170 (page 31 lines 26-27); 134 (page 32 line 9) are not in figure 2.
- 201 (page 55 lines 16-27) and 101 (page 55 line 19) are not in the figures.

A proposed drawing correction or corrected drawings are required in reply to the Office action to avoid abandonment of the application. The objection to the drawings will not be held in abeyance.

6. The drawings are objected to as failing to comply with 37 CFR 1.84(p)(5) because they include the following reference sign(s) not mentioned in the description:

- 300 (figure 3) is not specified.

A proposed drawing correction, corrected drawings, or amendment to the specification to add the reference sign(s) in the description, are required in reply to the

Office action to avoid abandonment of the application. The objection to the drawings will not be held in abeyance.

7. The drawings are objected to because decision blocks 452, 412, 428, 454, 440, 458 & etc. (figure 5); 760 (figure 8A); 735 & 727 (figure 8B) require a "Yes/No", "True/False" or the like label that indicates the condition causing the subsequent process.

A proposed drawing correction or corrected drawings are required in reply to the Office action to avoid abandonment of the application. The objection to the drawings will not be held in abeyance.

8. The intricate nature of the drawings, combined with the mixture of handwriting and printed fonts have made it difficult to be further checked to the extent necessary to determine the presence of all possible minor errors. Applicant's cooperation is requested in correcting any errors of which applicant may become aware in the specification, such as:

- The indication that a "tag" is missing to the "Business User Call" block/step at the extreme left of figure 4.
- In the center of figure 5, the decision block/step "Good Match" is labeled 4 ____.

Specification

9. A substitute specification including the claims is required pursuant to 37 CFR 1.125(a) because the corrections required will require a great number of interlineations or cancellations to be made in the specification or amendments to the claims, which could lead to confusion and mistake during the issue and printing processes.

A substitute specification filed under 37 CFR 1.125(a) must only contain subject matter from the original specification and any previously entered amendment under 37 CFR 1.121. If the substitute specification contains additional subject matter not of record, the substitute specification must be filed under 37 CFR 1.125(b) and (c)

10. The lengthy specification has not been checked to the extent necessary to determine the presence of all possible minor errors. Applicant's cooperation is requested in correcting any errors of which applicant may become aware in the specification, such as:

- As explained above, "speech recognition" should replace the term the term "voice recognition" or "voice-recognition" because the objective is *meaning* rather than *identity* (as page 28 line 9, page 29 lines 1, page 77 line 3 & etc.)
- The word "Internet" is misspelled (page 4 line 16) and should be capitalized wherever it occurs in the disclosure (as in page 10 line 14, page 74 line 24, etc.)
- The word "and" is misspelled (page 10 line 25).

- Acronyms and proper names such as "Talk411/talk411/TALK411" (as on page 15 line 3 & 33, page 63 lines 5, 19 & 26 and etc. throughout the disclosure), "BayHits/Bayhits/bayhits" (page 15 line 17, page 17 line 10, etc.) and the like must be spelled consistently
- "are" should be "is" (page 27 line 12).
- "In" should be "If" (page 74 line 1).

11. The disclosure is objected to because it contains embedded hyperlinks and/or other form of browser-executable code throughout (such as line 5 page 30, line 23 page 31, lines 2 & 5 page 32, lines 4 & 11 page 63 & etc.). Applicant is required to delete the embedded hyperlink and/or other form of browser-executable code. See MPEP § 608.01.

12. The use of trademarks such as *Pentium®*, *AMD K-6®*, *Althon®*, *Teleron™*, *Voiceeo™*, *Windows NT®* & etc. have been noted throughout this application (for example, line 5 page 31, 2nd paragraph page 15, line 27 page 10, line 30 page 2, line 18 and last paragraph page 34, line 26 page 35 & etc.) Registered names should be capitalized wherever they appear and be accompanied by the generic terminology.

Although the use of trademarks is permissible in patent applications, the proprietary nature of the marks should be respected and every effort made to prevent their use in any manner which might adversely affect their validity as trademarks.

13. The specification is objected to as failing to provide proper antecedent basis for the claimed subject matter. See 37 CFR 1.75(d)(1) and MPEP § 608.01(o). Correction of the following is required:

In claims 15 and 68, the term "*directory driven wireless commerce*" is not described in sufficient detail to limit the claim using the cohesive term, since it is only present verbatim in the mere recitation of the claims in the Summary of the Invention and nowhere else. To have this mere recitation as the only specification would be to have such a claim define itself, and such circular reasoning cannot be considered as valid. The Examiner is therefore proceeding with the understanding that the features of the claims are for "wireless commerce using a directory".

In claims claim 16 and 69, the term "*geographical and sociological reach*" is similarly not described in sufficient detail owing to its only occurrence as mere recitation of the claims in the Summary. The Examiner is proceeding with the understanding that the feature of the claims is to consider the metes and bounds of *geographic and sociographic* – that is, the *demographics*.

In claims 21 and 74, the term "*hands-free navigation*" is similarly described only as mere recitation of the claim in the Summary. The Examiner is proceeding with the understanding that "*navigation with voice*" is the feature intended.

In claims 38 and 91, there is similarly no basis in the specification for a "celebrities". The Examiner is proceeding with the understanding that the *live agents* may also not be celebrities, and/or that the connection may not be direct.

In claims 41 and 94, there is similarly no basis for a "trivia" game. The Examiner is proceeding with the understanding that any game will meet the limit of the claim.

In claim 97, the specification provides no support for a combined "hardware/software based voice recognition product". The Examiner is proceeding with the understanding that the features are to be taken as alternatives.

Claim Objections

14. Claims 1, 5, 12, 15-16, 20-22, 26, 28, 30-31, 39, 65, 69-70, 73-75, 78, 81, 83-84, 92, 95 and 97 are objected to because of the following informalities:

- In claims 1, 5, 65 and 97, the term "speech recognition" should replace "voice recognition" because the meaning of the utterance is intended.
- In claims 1, 30 and 83, "Internet" should be capitalized.
- In claim 12, the word "and" should follow the last comma (3rd line).
- Claims 22 and 75 contain the adjective "*low*", and claims 26 and 78 contain the adjective "*small*". It is suggested to use more precise definitions.
- In claims 28, 39, 81 & 92, the standardized format decided for "talk411" used for the specifications (cited above) should be reflected in the claims.

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- In claims 31 and 84, the word "and" is misspelled (next-to-last line).
- In claim 95, "retrieval" is misspelled (5th line).
- Claims 15-16, 20-21, 69-70 & 73-74 should use the word "provides" In the 1st line.

Appropriate correction is required.

15. Regarding claim 5, it is suggested that the Address, Phone, etc. be qualified to pertain to the Merchant, to differentiate and avoid confusing databases that retain customer information from those that contain vendor/merchant information.

16. Applicant is advised that should claim 11 be found allowable, claims 14 and 29 will be objected to under 37 CFR 1.75 as being a substantial duplicate thereof. When two or more claims in an application are duplicates or else are so close in content that they all cover the same thing, despite a slight difference in wording, it is proper after allowing one claim to object to the others as being a substantial duplicate of the allowed claim. See MPEP § 706.03(k).

Claim Rejections - 35 USC § 112

17. The following is a quotation of the first paragraph of 35 U.S.C. 112:

The specification shall contain a written description of the invention, and of the manner and process of making and using it, in such full, clear, concise, and exact terms as to enable any person skilled in the art to which it pertains, or with which it is most nearly connected, to make and use the same and shall set forth the best mode contemplated by the inventor of carrying out his invention.

The following is a quotation of the second paragraph of 35 U.S.C. 112:

The specification shall conclude with one or more claims particularly pointing out and distinctly claiming the subject matter which the applicant regards as his invention.

18. Claims 17, 65 and 70 are rejected under 35 U.S.C. 112, first paragraph, as failing to comply with the enablement requirement. The claim(s) contains subject matter which was not described in the specification in such a way as to enable one skilled in the art to which it pertains, or with which it is most nearly connected, to make and/or use the invention.

Regarding claims 17 and 70, there is insufficient disclosure in the specification to enable a person of ordinary skill in the art to determine the level of interactivity necessary to "*provide a voice-interactive dynamic market place where individuals call*" and amount of savings "*to save and businesses call to publish sales promotions*". The Examiner is proceeding with the understanding that commercially viable communications will satisfy the requirements of the claim features.

Regarding claim 65, the disclosure does not mention that the *input utterance that would be converted* would be from *synthesized speech*. *Synthesized speech is output*

and so *predetermined*. The system is to be interactive and so *input would not be predetermined*. Consequently, there is no specification that would resolve this implicit teaching against *synthetic input* that would enable a person of ordinary skill to combine the processes to satisfy the claim feature. The Examiner is proceeding with the understanding that the claim is intending to describe the process of providing *synthesized speech prompts*.

19. Claims 18, 19, 22, 23, 31, 33, 35, 71, 72, 75, 76, 84, 86, 88 and 94 are rejected under 35 U.S.C. 112, second paragraph, as being indefinite for failing to particularly point out and distinctly claim the subject matter which applicant regards as the invention.

A broad range or limitation together with a narrow range or limitation that falls within the broad range or limitation (in the same claim) is considered indefinite, since the resulting claim does not clearly set forth the metes and bounds of the patent protection desired. Note the explanation given by the Board of Patent Appeals and Interferences in *Ex parte Wu*, 10 USPQ2d 2031, 2033 (Bd. Pat. App. & Inter. 1989), as to where broad language is followed by "such as" and then narrow language. The Board stated that this can render a claim indefinite by raising a question or doubt as to whether the feature introduced by such language is (a) merely exemplary of the remainder of the claim, and therefore not required, or (b) a required feature of the claims. Note also, for example, the decisions of *Ex parte Steigewald*, 131 USPQ 74

(Bd. App. 1961); *Ex parte Hall*, 83 USPQ 38 (Bd. App. 1948); and *Ex parte Hasche*, 86 USPQ 481 (Bd. App. 1949).

In the present instance, claims 18 and 71 recite the broad recitation, “*on an as-requested basis that goes beyond the telephone number*” and the claims also recite “*and includes address information and non-address and non-telephone number information*” which is the narrower statement of the range/limitation. The Examiner is proceeding with the understanding that information *in addition to* telephone number will provide the feature.

Also in the present instance, claims 22 and 75 recite the broad recitation “*411-type directory*” and the claims also recite “*equivalent international operator or non-operator assisted*” which is the narrower statement of the range/limitation.

Also in the present instance, claims 31 and 84 recite the broad recitation “*post ... in multiple ways*” and the claims also recite “*including record, select...*” which is the narrower statement of the range/limitation.

The term “*local merchant*” in claims 19, 33, 72, 86 and 94 is a relative term, which renders the claims indefinite. The term “*local merchant*” is not defined by the claim, the specification does not provide a standard for ascertaining the requisite degree, and one of ordinary skill in the art would not be reasonably apprised of the scope of the invention. The Examiner is proceeding that this is an undefined relative

term that cannot be considered under the further limits of the claims, for example, a restaurant would need to be much closer to home to be considered than would a resort.

The terms "*targeted reach*", "*instant promotion*" & "*instant or near-term feedback*" in claims 23 and 76 are relative terms, which render the claims indefinite. The terms are not defined by the claim, the specification does not provide a standard for ascertaining the requisite degree, and one of ordinary skill in the art would not be reasonably apprised of the scope of the invention. The Examiner is proceeding with the understanding that considerations of *demographics* will provide "*targeted reach*", *communication* provides "*instant promotion*" and *ratings* are provided by all "*feedback*".

The terms "*in multiple ways* ... or *in any other way*" in claims 31 and 84 are relative terms which render the claims indefinite. The terms are not defined by the claim, the specification does not provide a standard for ascertaining the requisite degree, and one of ordinary skill in the art would not be reasonably apprised of the scope of the invention. The Examiner is proceeding with the understanding that conventional ways are intended.

The terms "*those words*" in claims 35 and 88 are relative terms which render the claims indefinite. The terms are not defined by the claim, the specification does not provide a standard for ascertaining the requisite degree, and one of ordinary skill in the art would not be reasonably apprised of the scope of the invention. The Examiner is proceeding with the understanding that any key word that could be associated with "*additional information*", "*specials*", *that merchant* or "*coupon message*" is intended.

Claim Rejections - 35 USC § 102

20. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(a) the invention was known or used by others in this country, or patented or described in a printed publication in this or a foreign country, before the invention thereof by the applicant for a patent.

Zirngibl et al

21. Claims 95-97 & 99 are rejected under 35 U.S.C. 102(a) as being anticipated by Zirngibl et al (U.S. Patent 6,587,547 B1).

22. Regarding claim 95, the invention of Zirngibl et al for *personalized, dynamic and interactive voice services* reads on the claim for a *computer program product* (column 7 lines 63-65) *for use in conjunction with a computer system* (182 figure 3c), *the computer system including a processor* (1821 figure 3c) *and memory associated with the processor for executing instructions* (inherent in a computer 182 in figure 3c), *the computer program product comprising a computer readable storage medium* (12 & 18 figure 3a) *and a computer program mechanism embedded therein* (inherently characteristic of 1814 in figure 3c), *the computer program mechanism providing a voice-recognition based data matching and retrieval capability* (column 7 line 63 to column 8 line 4 and column 8 lines 20-23), *the computer program mechanism comprising a program module* (140 in figure 1a) *that directs the computer system to function in a*

specified manner, including instructions for receiving a speech utterance from a user from a communication device (810→840 in figure 5);

converting the speech utterance to a digital symbol representation understandable by a computer (column 7 lines 66-67) and extracting commands and optional data from the converted digital symbol representation (column 8 lines 2-3);

searching a database for a particular data item in response to the extracted command and data (column 8 line 22);

generating a speech-based representation of the particular data item identified in the database search (column 8 lines 23 & 26-29) ; and serving the speech-based representation of the particular data item to the communication device (column 8 lines 29-30).

23. Regarding claim 96, the claim is set forth with the same limits as claim 95.

Zirngibl et al reads on the feature that the *computer system comprises a computer server* (922, 924 & 926 figure 6b).

24. Regarding claim 97 as understood by the Examiner, the claim is set forth with the same limits as claim 95. Zirngibl et al reads on the feature that the *computer system comprises a hardware/software based voice recognition engine* (column 7 lines 66-67).

25. Regarding claim 99, the claim is set forth with the same limits as claim 95.

Zirngibl et al reads on the feature that the *communication device comprises a telephone*

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and that the user communicates with voice to affect the communication (column 6 lines 60-66).

Claim Rejections - 35 USC § 103

26. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

DeLorme et al & Pocock

27. Claim 1 is rejected under 35 U.S.C. 103(a) as being unpatentable over DeLorme et al (U.S. Patent 5,948,040 A) in view of Pocock (U.S. Patent 5,661,787 A).

28. Regarding claim 1 as understood by the Examiner, The invention of DeLorme et al for a *travel reservation information and planning system* reads on the features of the claim for an *operating model for a telephone-based voice-interactive goods and services information and referral service having merchant self-promotion features* as follows:

- DeLorme et al reads on the feature of *an information database provider* (column 8 line 5) *storing merchant information* (209 figure 3), the *information including a name* (the "Topical Data" in figure 3), a *telephone number* (column 12 line 1), an *address*

(“Geographic Data” in figure 3), and a promotional information item (with “vouchers” & coupons in column 12 line 42);

- DeLorme et al reads on the feature of a *merchant interface for inputting merchant information into the database* (231 figure 3), and for retrieving and editing the information (209 ↔ 231 figure 3).
- DeLorme et al reads on the feature of a *consumer interface* (205 → 209 in figure 2) for *inputting voice commands and data* (column 14 lines 58-61) *having a voice recognition component* (column 14 line 64) and for receiving merchant information and processed information from the database (209 → 227) in response to the input voice commands and data.

DeLorme et al provides Internet connection (column 8 line 2) and speech recognition for the user and provides a teaching that can be interpreted as pertaining to suppliers (column 14 lines 43-52). Without making the logical extension that this interpretation can be applied to merchants, DeLorme et al would be silent as to use of that capability by providers of content, goods or services. Pocock, with the commercial services provided by the invention *for on-demand remote access to a self-generating audio recording, storage, indexing and transaction system* reads on the feature of a *merchant interface comprising a voice-recognition interface and an internet interface* with the programming schedule being set from a remote location (with the alternative voice input of column 7 lines 10-14 by *network* – as the last line of claim 70 obviously configures as the *Internet*). It would have been obvious to a person of ordinary skill in the art of speech signal processing at the time of the invention to apply the

method/teachings of Pocock (column 2 lines 25-47 & column 3 lines 45-50) to the device/method of DeLorme et al (column 14 lines 43-47) so that the product updates can be timely and economically made irrespective of distance.

29. Regarding claim 3, the claim is set forth with the same limits as claim 1. DeLorme et al does not speak to DTMF input. Pocock (column 1 lines 23-25) discloses reads on the feature where the *consumer also inputs non-voice commands and data from a keypad on the telephone handset*.

30. Regarding claim 4, the claim is set forth with the same limits as claim 1. DeLorme et al reads on the feature that the *telephone handset comprises a mobile telephone* (column 16 line 43).

DeLorme et al, Pocock & Suzuki et al

31. Claim 2 is rejected under 35 U.S.C. 103(a) as being unpatentable over DeLorme et al in view of Pocock and further in view of Suzuki et al (Japan Patent 2002-140589).

32. Regarding claim 2, the claim is set forth with the same limits as claim 1. While both DeLorme et al and Pocock employ *telephones*, neither stipulates that the *handset* is used in the manner claimed. Suzuki et al, with the invention for *order receiving to accept an order of merchandise from a consumer by telephone* reads on the feature that the *consumer interface comprises a telephone handset*.

It would have been obvious to a person of ordinary skill in the art of speech signal processing at the time of the invention to apply the method/teachings of Suzuki et al to the device/method of DeLorme et al and Pocock so as to enable a person to place an order without using an electronic computer device.

Wren

33. Claim 60 is rejected under 35 U.S.C. 103(a) as being unpatentable over of Wren.

34. Regarding claim 60, Wren reads on the features of *receiving a speech utterance from a user from a communication device (34↔20 in figure 1) and converting the speech utterance to a digital symbol representation understandable by a computer and extracting commands and optional data from the converted digital symbol representation* (column 15 lines 7-22) employing well-known commercially available devices that would have been obvious to a person of ordinary skill in the art of speech signal processing at the time of the invention;

Wren further reads on the features of *searching a database for a particular data item in response to the extracted command and data* (column 5 lines 16-19) and *generating a speech-based representation* (column 15 lines 23-43) of the *particular data item identified in the database search; and serving the speech-based representation of the particular data item to the communication device* (the *synthesis* of column 15 lines 23-25 and lines 33-35).

Wren & DeLorme et al

35. Claims 5-23, 61-63 & 66-76 are rejected under 35 U.S.C. 103(a) as being unpatentable over of Wren (U.S. Patent 6,055,514) in view of DeLorme et al.

36. Regarding claim 5 as understood by the Examiner; Wren, with the invention *for marketing foods and services utilizing computerized central and remote facilities*, reads on the claim for a *data-base access system* as follows:

- Wren reads on the feature of a *voice recognition engine receiving voice input data and commands from an external device over a communication link and converting the voice input into digitally represented character-based commands and data* (column 15 lines 7-22) in accord with commercially available devices that were well-known to a person of ordinary skill in the art of speech signal processing at the time of the invention;
- Wren reads on the feature of a *search engine searching the database for a particular data item in response to the converted command and data* (column 5 lines 16-19) in accord with well-known database access products that are commercially available at the time of the invention;
- Wren reads on the feature of a *speech engine providing a speech-based representation of the particular data item identified in the database search* (column 15 lines 23-43), the *speech-based representation being selected from the set consisting of a text-to-speech conversion engine* (the synthesis of column 15 lines

23-25), a *prerecorded live voice*, (column 15 lines 33-35) and combinations thereof;
and

- Wren reads on the feature of a *speech server for communicating the speech-based representation of the particular data item to the external device* (to the *speakerphone*, column 15 line 9).
- Wren reads on the feature of a *database storing a plurality of data items*, (the *Goods and Services Database* in 12 of figure 1) including *promotional items* (column 9 lines 8-9). Wren retains particulars such as address and phone for the customer but not for the Merchant.

DeLorme et al reads on the feature of *storing merchant information* (209 figure 3), the *data items including a name* (the “*Topical Data*” in figure 3), a *telephone number associated with the name* (column 12 line 1), *an address associated with the name* (“*Geographic Data*” in figure 3), a *category associated with the name* (column 50 line 2) and at least one *promotional data item* (with *vouchers and coupons* in column 12 line 42). It would have been obvious to a person of ordinary skill in the art of speech signal processing at the time of the invention to apply the method/teachings of DeLorme et al to the device/method of Wren so as to permit the customers to virtually browse through goods and services without either becoming lost as to source of interest or overlooking bargains.

37. Regarding claims 6 and 61; the claims are set forth with the same limits as claims 5 and 60, respectively. Wren reads on the feature that the *external device comprises a voice/speech input device* (with the *speakerphone* of column 15 line 9).

38. Regarding claim 7, the claim is set forth with the same limits as claim 5. Wren reads on the feature that the *external device comprises a telephone* (with the *speakerphone* of column 15 line 9).

39. Regarding claim 8, the claim is set forth with the same limits as claim 5. Wren reads on the feature that the *external device comprises a device selected from the group consisting of a personal computer* (column 4 lines 47-48) or *information appliance* (column 6 lines 64-66) but does not specify either *notebook computer* or *personal data assistant (PDA)*. DeLorme et al reads on the additional features of both *notebooks* and *PDA* (column 15 lines 1-3). It would have been obvious to a person of ordinary skill in the art of speech signal processing at the time of the invention to apply the method/teachings of DeLorme et al to the device/method of Wren so as to be operated from a location having relatively little technological devices available.

40. Regarding claim 9, the claim is set forth with the same limits as claim 5. Wren does not specify that the *communication link comprises the Internet*. DeLorme et al teaches using the Internet (column 8 line 2), which would have made it obvious to a person of ordinary skill in the art of speech signal processing at the time of the invention

to apply the method/teachings of DeLorme et al to the device/method of Wren to take advantage of the phenomenon that, in recent years, individuals have gained greater direct access to information related to travel service providers via interconnected computer networks defined broadly as "the Internet" (column 3 lines 20-25).

41. Regarding claims 10 & 62; the claims are set forth with the same limits as claims 5 & 60, respectively. Wren reads on the feature *for communicating and validating a promotional audio coupon* (column 18 lines 57-63), where it would have been obvious to a person of ordinary skill in the art of speech signal processing at the time of the invention that the audio form would be delivered as an *equivalent* (column 18 line 62) to print since Wren provides service to customers using voice devices only and therefore lacking the ability to print coupons and such (column 15 lines 22-24).

With respect to the further features of claim 62, it is obvious that promotional material be delivered *to the user*, while the nature of *audio coupon* being *at the time* the *speech-based representation is served to the communication device*.

42. Regarding claim 11, the claim is set forth with the same limits as claim 5. Wren reads on the feature *providing processed ratings inputs to consumers* (column 14 line 41 & column 17 line 8) but does not disclose a method of collecting such ratings. DeLorme et al teaches the function of *receiving rating inputs from users* (818 in figure 8A) which would have made it obvious to a person of ordinary skill in the art of speech signal processing at the time of the invention to apply the method/teachings of DeLorme

et al to the device/method of Wren so as to price transaction structure, advertising compensation and make other economic adjustments on the basis of usage to promote user satisfaction.

43. Regarding claim 12 as understood by the Examiner, the claim is set forth with the same limits as claim 5. Wren does not mention *voice or audio coupons*. DeLorme et al reads on the features than the *name comprises the name of a business, and the at least one promotional item is selected from the set consisting of a voice coupon data item, a business rating information data item, a spoken self-promotion item associated with the name* (claim 49 lines 4 & 6-8 and claim 80(f), lines 42 & 43). It would have been obvious to a person of ordinary skill in the art of speech signal processing at the time of the invention to apply the method/teachings of DeLorme et al to the device/method of Wren to match output with the format of the user device – for example, to avoid attempting to print a document to a telephone.

44. Regarding claim 64, the claim is set forth with the same limits as claim 60. Wren provides for voice input and operation but does not indicate that recognition would be using the logic of *natural speech processing*. DeLorme et al teaches the features that the *received speech utterance comprises natural human speech* (column 24 lines 6-12), and that the *converting comprises natural language speech processing to extract the commands and data*. It would have been obvious to a person of ordinary skill in the art of speech signal processing at the time of the invention to apply the method/teachings

of DeLorme et al to the device/method of Wren because the best systems designs would not have two language processors – one for speech and the other for text – but would perform speech to text and subsequently process through natural language processing regardless of origin.

45. Regarding claim 65 as understood by the Examiner, the claims are set forth with the same limits as claim 60. The feature that *speech utterance comprises computer synthesized human speech* is disclosed by Wren (column 15 lines 22-24) and that *converting comprises voice recognition speech processing to extract the commands and data* (column 15 lines 7-22).

46. Regarding claims 13 & 66; the claims are set forth with the same limits as claims 5 & 60, respectively. Wren teaches the feature that the *system provides audio coupons that operate as incentives for consumers to use the inventive system* (column 18 lines 62-63).

47. Regarding claims 14, 63 & 67; the claims are set forth with the same limits as claims 5 & 60, respectively. The features of the claim are substantially indistinguishable from claim 11 and the claim is rejected for the same reason.

With regard to the feature of *speech utterances* that is particular to claim 63, Wren provides the ability to enter data with speech (column 15 line 16), which would

have made it obvious to a person of ordinary skill in the art of speech signal processing to accept speech ratings when voice is the only input.

48. Regarding claims 15 & 68 as understood by the Examiner; the claims are set forth with the same limits as claims 5 & 60, respectively. Wren reads on the feature that the *system assists in providing directory driven* (column 5 lines 34-37 & column 8 lines 40-53) *wireless* (column 12 line 56) *commerce* (as “*company*” line 55).

49. Regarding claim 16 & 69 as understood by the Examiner; the claims are set forth with the same limits as claims 5 & 60, respectively. Wren reads on the feature that the *system provide(s) a promotion and advertising channel that has geographical and sociological reach* (the “*demographics*” of column 10 line 39) *and the speed needed in today's dynamic financial and commercial markets* (claim 1 lines 36-42).

50. Regarding claims 17 & 70 as understood by the Examiner; the claims are set forth with the same limits as claims 5 & 60, respectively. Wren reads on the feature that the *system provide(s) a voice-interactive dynamic market place where individuals call to save* (column 17 lines 37-65) *and businesses call to publish sales promotions in real-time or near real-time* (column 17 line 66 to column 18 line 14).

51. Regarding claims 18 and 71 as understood by the Examiner; the claims are set forth with the same limits as claims 5 and 60, respectively. Wren reads on the feature

that the *system communicates information on an as-requested basis* (when "requested" in column 5 line 62) *that goes beyond the telephone number and includes address information and non-address and non-telephone number information* (column 5 lines 37-38).

52. Regarding claims 19 & 72 as understood by the Examiner; the claims are set forth with the same limits as claims 5 & 60, respectively. Wren reads on the feature that the *system provides instant savings with voice coupons published by local merchants* (column 18 lines 63-64).

53. Regarding claims 20 & 73 as understood by the Examiner; the claims are set forth with the same limits as claims 5 & 60, respectively. Wren teaches the feature that the *system provide an advertising free* (column 18 line 61) *initial experience* (column 10 lines 2-8) *where voice or audio coupons are only heard attached to businesses that the caller has requested or searched for* (column 10 lines 27-33).

54. Regarding claims 21 & 74 as understood by the Examiner; the claims are set forth with the same limits as claims 5 & 60, respectively. Wren reads on the feature that the *system provide(s) for hands-free navigation with voice commands on any telephone or device supporting telephony* (column 15 lines 7-22).

Regarding claims 22 & 75 as understood by the Examiner; the claims are set forth with the same limits as claims 5 & 60, respectively. Wren reads on the feature that the *system provides a low cost 411-type (or equivalent international operator or non-operator assisted) directory assistance or information with added informational features that is easy to access* (column 5 line 37) with the understanding that the reference falls within the metes and bounds that one of ordinary skill in the art would be reasonably apprised of the scope of the invention such that any directory will provide the feature, communication for information being easier and less cost than travel to the merchant/store.

55. Regarding claims 23 and 76 as understood by the Examiner; the claims are set forth with the same limits as claims 5 & 60, respectively. Wren reads on the feature that the *system provides benefits to merchants including but not limited to targeted reach* (column 10 line 38), *instant promotion* (column 17 line 28). Wren does not mention *feedback* or the *Internet*. DeLorme et al teaches the function of *instant or near-term feedback* (818 in figure 8A) and *an optional free Internet web presence* (column 31 lines 60-63).

It would have been obvious to a person of ordinary skill in the art of speech signal processing at the time of the invention to apply the method/teachings of DeLorme et al to the device/method of Wren as an enticement to become members or registered users.

Wren, DeLorme et al, Cox et al & Haefliger

56. Claims 24 & 77 are rejected under 35 U.S.C. 103(a) as being unpatentable over of Wren in view of DeLorme et al and further in view of Cox et al (U.S. Patent 5,995,826 A) and further in view of Haefliger (U.S. Patent 6,263,054 B1).

57. Regarding claims 24 & 77; the claims are set forth with the same limits as claims 5 & 60, respectively. While Wren mentions increasing collateral profits (column 18 lines 58-59) and new customers, neither Wren nor DeLorme et al address increased line use and reduced operator costs. Cox et al, with the invention *for conditional tone responsive reconnection to directory assistance center* reads on the feature that the *system provides benefits to common carriers and telephone companies who save conventional 411 costs* (column 4 lines 12-18), which would have made it obvious to a person of ordinary skill in the art of speech signal processing at the time of the invention to apply the method/teachings of Cox et al to the device/method of Wren & DeLorme et al to reduce then need for human operators by replacing them with electronic voices.

At the same time, Haefliger, with the invention for *phone line use enablement of lottery participation* reads on the feature that the *system provides higher call volumes, and attracts new customers* (column 1 lines 8-10). It would have been obvious to a person of ordinary skill in the art of speech signal processing at the time of the invention to apply the method/teachings of Haefliger to the device/method of Wren, DeLorme et al & Cox et al so as to realize increased phone use in proportion to the addition of users and as the amount of activity increases.

Wren & DeLorme et al

58. Claims 25-27 & 78-80 are rejected under 35 U.S.C. 103(a) as being unpatentable over of Wren in view of DeLorme et al.

59. Regarding claims 25 & 78; the claims are set forth with the same limits as claims 5 & 60, respectively. Wren identifies *local* and *remote* facilities but does not disclose the means of locating. DeLorme et al reads on the feature that the *system provides the closest locations for a particular requested category* (column 41 line 40) *where the location of the caller is known from a caller location input, cellular signal triangulation, GPS position determination* (column 37 line 62 & column 47 line 15), *or other position or proximity location means*. It would have been obvious to a person of ordinary skill in the art of speech signal processing at the time of the invention to apply the method/teachings of DeLorme et al to the device/method of Wren so as to select objectives with respect to proximity of the present location.

60. Regarding claims 26 & 79 as understood by the Examiner; the claims are set forth with the same limits as claims 5 & 60, respectively. Wren reads on the feature that the *system provides means for a merchant to interact with the system using either voice or web interface and select templates for the type of social, economic, political, age, gender, profession, or other image the merchant wants to portray* (the “demographics” of column 10 line 39) *and the type of promotion message the merchant wants to publish*

(the “selection of goods” in column 9 lines 3-4) *with a small number of mouse clicks, key strokes, or voice commands* (column 15 lines 7-22) *and prompts*.

61. Regarding claims 27 & 80; the claims are set forth with the same limits as claims 5 & 60, respectively. Wren reads on the feature that the *system provides means for establishing user groups and communities* (column 17 lines 36-40) *based on lifestyles, usage patterns, interests and interest levels so that a registered user can subscribe to a group of multiple groups where merchant listings and other relevant information is given a priority* (by “recognizing differences” in column 17 lines 36-40).

Wren, DeLorme et al, Cox et al & Hanson et al

62. Claims 28 & 81 are rejected under 35 U.S.C. 103(a) as being unpatentable over of Wren in view of DeLorme et al and further in view of Hanson et al (U.S. Patent 6,014,427 A).

63. Regarding claims 28 & 81 as understood by the Examiner; the claims are set forth with the same limits as claims 5 & 60, respectively. Neither Wren nor DeLorme et al speak of making *follow-up surveys*. Hanson et al, with the invention for *voice mail with embedded executable responses*, reads on the feature that the *system provides means for obtaining ratings*, (column 1 lines 55 to column 2 line 2) *in which once a caller gets connected to the business through the talk411 service system, after a period of time measured in hours (622→624 in figure 6) the service calls back the caller to ask*

for ratings or to collect feedback to improve service, where the caller has either registered to permit this inquiry (as column 1 line 57 makes it obvious that the customer provided the phone number dialed – i.e., registered) or does not have caller ID blocked. It would have been obvious to a person of ordinary skill in the art of speech signal processing at the time of the invention to apply the method/teachings of Hanson et al to the device/method of Wren & DeLorme et al so as to solicit comment on ways to improve services.

Wren & DeLorme et al

64. Claims 29 & 82 are rejected under 35 U.S.C. 103(a) as being unpatentable over of Wren in view of DeLorme et al.

65. Regarding claims 29 & 82; the claims are set forth with the same limits as claims 5 & 60, respectively. The features of the claim that the *system posts customer testimonials so that future callers can hear these messages as a reference that may help make a choice of which merchant they want to be connected with, and optionally, as the service gets used callers can leave testimonial messages which the business can choose to post for other users (to) access is essentially the same as claim 11 and the claim is rejected for the same reason.*

Wren, DeLorme et al, Cox et al & Cole et al

66. Claims 30 & 83 are rejected under 35 U.S.C. 103(a) as being unpatentable over of Wren in view of DeLorme et al and further in view of Cole et al (U.S. Patent 5,933,827 A).

67. Regarding claims 30 & 83; the claims are set forth with the same limits as claims 5 & 60, respectively. Neither Wren nor DeLorme et al mention building *keywords*. Cole et al, with the invention for *identifying new web pages of interest to a user*, reads on the feature that *provides means for merchants to post key words on the voice system or internet site* (in figure 12(a) with steps 730→740→743→734) *which can be used as a search term by the caller and that will be used as a navigation pointer to the posting merchant* (the “hot links” of 734 in figure 12(a)).

It would have been obvious to a person of ordinary skill in the art of speech signal processing at the time of the invention to apply the method/teachings of Cole et al to the device/method of Wren & DeLorme et al so as to make merchandise additions immediately available for key-word searches.

Wren & DeLorme et al

68. Claims 31-32 and 84-85 are rejected under 35 U.S.C. 103(a) as being unpatentable over of Wren in view of DeLorme et al.

69. Regarding claims 31 & 84 as understood by the Examiner; the claims are set forth with the same limits as claims 5 & 60, respectively. Wren reads on the feature that *allows merchants to post their promotional message or company information in multiple ways including to record their own, select from a voice talent who would record the text the merchant put in the system using voice, a personal computer, or in any other way; or just type in an let a text-to-speech processor convert it* (column 15 lines 32-35).

70. Regarding claims 32 & 85; the claims are set forth with the same limits as claims 5 & 60, respectively. Wren does not mention *multiple coupons*; DeLorme et al reads on the feature that the *system provides a coupon aggregation and translation engine and service allowing aggregation of different formatted coupons from online sites and reformat such coupons to a standard format that allows them to be played over the telephone* with claim 49 (in preparing a customized map consisting of different materials – column 83 line 2 – for audio – column 83 line 6). It would have been obvious to a person of ordinary skill in the art of speech signal processing at the time of the invention to apply the method/teachings of DeLorme et al to the device/method of Wren so as to make a single packet of associated materials.

Wren, DeLorme et al, Cox et al & Hanson et al

71. Claims 33 & 86 are rejected under 35 U.S.C. 103(a) as being unpatentable over of Wren in view of DeLorme et al and further in view of Hanson et al.

72. Regarding claims 33 & 86; the claims are set forth with the same limits as claims 5 & 60, respectively. Neither Wren nor DeLorme et al speak of making *follow-up surveys*. Hanson et al reads on the feature that the *system provides user call back to remind the user to rate a recently used local merchant service* (column 1 lines 55-58).

Wren & DeLorme et al

73. Claims 34-35 & 87-88 are rejected under 35 U.S.C. 103(a) as being unpatentable over of Wren in view of DeLorme et al.

74. Regarding claims 34 & 87; the claims are set forth with the same limits as claims 5 & 60, respectively. Wren reads on the feature for a *user to become an instant member to a community or coupon distribution list using email or other communication* (the *group or cities* of column 17 lines 37-65) but does not indicate the means of enrolling. DeLorme et al discloses the *system provides means for an over the telephone offer for a user to become an instant member to a community or coupon distribution list using email or other communication means* (column 14 lines 10-11) once the *user asks for a specific category (or area of interest*, column 1 lines 35-37). It would have been obvious to a person of ordinary skill in the art of speech signal processing at the time of the invention to apply the method/teachings of DeLorme et al to the device/method of Wren so as to personalize offers of goods and services.

75. Regarding claims 35 & 88 as understood by the Examiner, ; the claims are set forth with the same limits as claims 5 & 60, respectively. Wren reads on the feature that *provides merchants the ability to identify specials in their "additional information" or "coupon message" that is used to find that merchant when those words are used over the phone in the key word search mode* (column 9 lines 8-9).

Wren, DeLorme et al, Haefliger & Yamada

76. Claims 36 & 89 are rejected under 35 U.S.C. 103(a) as being unpatentable over of Wren in view of DeLorme et al and further in view of Haefliger further in view of Yamada (U.S. Patent 6,398,651 B1).

77. Regarding claims 36 & 89; the claims are set forth with the same limits as claims 5 & 60, respectively. Wren does not mention *promotional games or incentives* while DeLorme et al provides *Free Output* as an inducement to encourage use (437 figure 4), for example, the *lottery* of Haefliger (column 3 lines 47-63) which reads on a promotional sweepstakes. Neither Wren nor DeLorme et al nor Haefliger mention *publishing secret words*.

Yamada, with the invention of a *game device*, teaches the feature that the *system provides system and method for publishing secret words in local newspapers, Internet chat rooms and other community oriented online and off line boards*, (column 18 lines 26-31 and column 19 line 58 to column 20 line 12) *where they can be used on the phone or on our web site as a password to enter a sweepstake or win a prize* (in

playing the game of the invention, column 18 line 7 to column 19 line 17), and to thereby provide a beneficial marketing tactic to increase sales of print papers and increase traffic to online portals. It would have been obvious to a person of ordinary skill in the art of speech signal processing at the time of the invention to apply the method/teachings of Yamada to the device/method of Wren, DeLorme et al & Haefliger as one of their advertised introductory incentives, rewards or premiums.

Wren & DeLorme et al

78. Claims 37-41 & 90-94 are rejected under 35 U.S.C. 103(a) as being unpatentable over of Wren in view of DeLorme et al.

79. Regarding claims 37 & 90; the claims are set forth with the same limits as claims 5 & 60, respectively. Wren does not geographically associate coupons while DeLorme et al reads on the feature that the system provides voice coupon targeting based on area code and prefix, city, geographically coded location, GPS location, zip code, cross streets, vicinity of a milestone, major tourist areas, major landmarks, airports, night clubs, entertainment centers, shopping malls, restaurants, and the like (column 9 lines 27-28). It would have been obvious to a person of ordinary skill in the art of speech signal processing at the time of the invention to apply the method/teachings of DeLorme et al to the device/method of Wren to ensure that all premiums have value to the customer.

80. Regarding claims 38 & 91 as understood by the Examiner; the claims are set forth with the same limits as claims 5 & 60, respectively. Wren reads on the feature that the *system provides interface and connection for the participation of a live agent interaction* (column 9 lines 49-67) *on a random call basis to provide a surprise element to enhance the user experience, where live agents can be celebrities* (column 15 lines 33-34).

81. Regarding claims 39 & 92 as understood by the Examiner; the claims are set forth with the same limits as claims 5 & 60, respectively. Wren reads on the feature that the *system provides an interface for the user to choose* (column 9 line 59) *or for automatic choice of voice of the Talk411 attendant based on gender, age, interest, and other selection criteria.*

82. Regarding claims 40 & 93; the claims are set forth with the same limits as claims 5 & 60, respectively. Wren reads on the feature that the *system provides user choice* (column 9 line 16) *to select synthesized voice of a celebrity as the automated attendant* (column 15 line 33) which would have made it obvious to a person of ordinary skill in the art of speech signal processing at the time of the invention to apply the method/teachings of selecting options for Wren to the device/method of synthesizing familiar voices because all voices will not be familiar to all customers – as, an octogenarian can be expected to neither appreciate nor *recognize* a rock musician – even if introduced, and the experience would not be conducive to further commerce.

83. Regarding claims 41 & 94 as understood by the Examiner; the claims are set forth with the same limits as claims 5 & 60, respectively. The features of the claim are the same as those found in claim and the claim is rejected for the same reasons.

Zirngibl et al & DeLorme et al

84. Claims 98 is rejected under 35 U.S.C. 103(a) as being unpatentable over Zirngibl et al in view of DeLorme et al.

85. Regarding claim 98, the claim is set forth with the same limits as claim 95. Zirngibl et al does not mention *voice or audible coupons*. DeLorme et al reads on the feature that *includes instructions for providing a voice coupon to a merchant* (with “*vouchers*” & *coupons* in column 12 line 42) *coupled with a request and a match to the database* (with the *linking* of column 12 lines 36-37). It would have been obvious to a person of ordinary skill in the art of speech signal processing at the time of the invention to apply the method/teachings of DeLorme et al to the device/method of Wren so as to permit the customers to virtually browse through goods and services without either becoming lost as to source of interest or overlooking bargains.

86. Regarding claim 98, the claim is set forth with the same limits as claim 95. Zirngibl et al does not mention *voice or audible coupons*. DeLorme et al reads on the feature *for identifying a geographical region of the user* (“*Geographic Data*” in figure 3)

and for matching to businesses within the database matching a geographical proximity to the caller (column 9 lines 27-28). It would have been obvious to a person of ordinary skill in the art of speech signal processing at the time of the invention to apply the method/teachings of DeLorme et al to the device/method of Zirngibl et al to avoid displaying goods and services that are unattainable because of distance.

Conclusion

87. The prior art made of record and not relied upon is considered pertinent to applicant's disclosure.

- Choi et al (DERWENT Korea Patent 2001-011742 A) apparatus and method for servicing speech coupons in intelligent network exchange.
- Kelly (U.S. Patent 5,913,204) surveying music listener opinion about songs.
- Learmonth (U.S. Patent Publication 2002/0059399 A1) updating a searchable database of descriptive information describing information stored at a plurality of addressable logical locations.
- Pool et al (U.S. Patent 6,460,020 B1) universal shopping center for international operation.
- Wise et al (U.S. Patent 5,884,262 A) computer network audio access and conversion.
- Jacobs (U.S. Patent 6,360,139 B1) method and system for vending products.
- Chang (U.S. Patent Publication 2003/0014754 A) advertisement response system.

- Ely et al (U.S. Patent 6,115,737 A) accessing customer contact services over a network.
- O'Keefe et al ("Web-Based Customer Decision Support Systems", Communications of the ACM, March 1998).
- Martin ("The 'Casual Cashmere Diaper Bag': Constraining Speech Recognition Using Examples", Proceedings of the Association of Computational Linguistics, July 1997) small collections of example sentences restrict a speech recognition grammar to allow only the more plausible subset of the sentences it would otherwise admit.
- Gifford et al ("CT For Travel", Communications Convergence Magazine, April 2000) travel and hospitality are markets for advanced communications technologies, apps, and services.
- Hollman ("IVR Systems Talk Back: The Speech Recognition Revolution", Call Center Magazine, November, 1999) IVR system doesn't limit callers to using touchtone menus, enhancing your IVR system with speech recognition.
- Gewitz ("Lip Service", CommWeb magazine, July 05, 2001) service providers hope speech recognition technology will put the oomph back in voice services.
- MySpeech ("My Speech Does Recognition Over IP", October 1999, Communications Convergence Magazine) Spridge offers free Web service.
- Muraskin ("Speech Rec Rising?", Communications Convergence Magazine, May 1999) build speech recognition word models straight from the text.
- SpeechWorks ("Innovations: Speechsite From Speechworks" Communications Convergence Magazine, September 1999) chat with a real machine.

- Jainschigg ("Speechworks Host Goes Dialogic Gold", Communications Convergence Magazine, December 1999) easy to implement & affordable speech recognition.
- Davis et al (U.S. Patent 5,583,922 A) telecommunication system for automatic switching between voice and visual data communications using forms.
- Seazholtz et al (U.S. Patent 5,594,789 A) transaction implementation in video dial tone network.
- Povilus (U.S. Patent 5,740,425 A) data structure and method for publishing electronic and printed product catalogs.
- Ryoo (U.S. Patent Publication 2003/0182126 A1) Internet advertisement system and method in connection with voice humor services.
- Tanowaki et al (JP 2000-069449) voice processing document reader interlocutor without direct face-to-face conversation, unattended shop terminals communicate with expert terminals to make interaction between the customer and experts.
- Alpdemir (U.S. Patent 6,658,389 B1) system, method, and *business model* for speech-interactive information system having business self-promotion, audio coupon and rating features.
- O'Keefe et al ("Web-Based Customer Decision Support Systems", Communications of the ACM, March 1998) online advertising, marketing & sales.

88. Any inquiry concerning this communication or earlier communications from the Examiner should be directed to Daniel A. Nolan at telephone (703) 305-1368 whose normal business hours are Mon, Tue, Thu & Fri, from 7 AM to 5 PM.

If attempts to contact the examiner by telephone are unsuccessful, supervisor Richemond Dorvil can be reached at (703)305-9645.

The fax phone number for Technology Center 2600 is (703)872-9314. Label informal and draft communications as "DRAFT" or "PROPOSED", & designate formal communications as "EXPEDITED PROCEDURE". Formal response to this action may be faxed according to the above instructions,

or mailed to:

P.O. Box 1450
Alexandria, VA 22313-1450

or hand-deliver to: Crystal Park 2,
2121 Crystal Drive, Arlington, VA,
Sixth Floor (Receptionist).

Any inquiry of a general nature or relating to the status of this application or proceeding should be directed to Technology Center 2600 Customer Service Office at telephone number (703) 306-0377.

Daniel A. Nolan
Examiner
Art Unit 2654

DAN/d
February 23, 2004



DANIEL NOLAN
PATENT EXAMINER